

MENTAL HEALTH FIRST AID® OFFICER PROTOCOL

This template is a guide for your organisation to use when developing your own policy / protocol suitable for your workplace. Each workplace is unique and as such each workplace policy should be tailored to suit the individual workplace and its needs. This template includes some of the things you may want to consider when developing your own workplaces' Mental Health First Aid Officer Policy and demonstrate your commitment to Mental Health First Aid in the workplace.

1.0 PURPOSE

The purpose of this protocol is to outline [REDACTED]
approach to Mental Health First Aid Officers in the workplace.

This protocol represents [REDACTED]
commitment to Mental Health First Aid Officers and the roles and responsibilities of both
[REDACTED] and the Mental Health First Aid Officers.

2.0 SCOPE

This protocol applies to all [REDACTED]
employees and operations and aligns with other relevant health and safety policies.

3.0 DEFINITIONS

Mental health first aid is the help offered to someone developing a mental health problem, experiencing a worsening of an existing mental illness or a mental health crisis. The first aid is given until appropriate professional help is received or the crisis resolves.

A Mental Health First Aid (MHFA™) Officer is a person who has been formally appointed and accredited to administer mental health first aid in their workplace, they have attended and passed an assessment in a Mental Health First Aid Course that has been delivered by an Accredited Mental Health First Aid Instructor.

A **psychological hazard** is any hazard that affects the mental well-being or mental health of the employee by overwhelming individual coping mechanisms and impacting the employee's ability to work in a healthy and safe manner.

4.0 THE MENTAL HEALTH FIRST AID ACTION PLAN

The Mental Health First Aid courses teach you how to provide mental health first aid using the ALGEE Action Plan. This action plan is to be followed to someone experiencing a mental health issue or crisis.

- A** PPROACH THE PERSON, ASSESS AND ASSIST WITH ANY CRISIS
- L** ISTEN AND COMMUNICATE NON-JUDGEMENTALLY
- G** IVE SUPPORT AND INFORMATION
- E** NCOURAGE THE PERSON TO GET APPROPRIATE PROFESSIONAL HELP
- E** NCOURAGE OTHER SUPPORTS

5.0 ROLE OF THE MENTAL HEALTH FIRST AID OFFICER

The responsibilities of a Mental Health First Aid Officer may vary slightly between workplaces. However, as a general guide, The Mental Health First Aid Officer(s) will:

- a. Provide mental health first aid within their worksite as needed, at their level of competence and training
- b. Escalate any matters, if required, in a prompt and appropriate fashion
- c. Hold a current Mental Health First Aid accreditation endorsed by Mental Health First Aid Australia and be available for any additional training as required
- d. Maintain their Mental Health First Aider™ accreditation and complete MHFA Refresher training, as required with Mental Health First Aid Australia
- e. Be reasonably accessible to all employees and be able to be called away from their normal duties at short notice
- f. Familiarise themselves with Workplace and local resources e.g. EAP, emergency medical assistance
- g. Demonstrate an ability to relate well to other workers
- h. Be able to maintain confidentiality (as appropriate) and treat all matters sensitively and privately
- i. Immediately escalate any identified risks to the safety of employees and the workplace to Human Resources, Occupational Health and Safety or other designated organisational Management representative.
- j. Identify any urgent risk and contact appropriate services immediately
- k. Take measures of self-care to ensure they maintain their own wellbeing and they are in a good state to provide support for others.

6.0 RESPONSIBILITIES OF

The responsibilities of the employer may vary between workplaces, however, as a general guide, it is the responsibility of the employer to:

- a. Allow the Mental Health First Aid Officers to undertake appropriate training as required;
- b. Advise the Mental Health First Aid Officer if there are any psychological hazards in the workplace;
- c. Clearly communicate to workers how they can access the help of a Mental Health First Aid Officer in suitable public areas;
- d. Provide an appropriate space within the workplace that is accessible and suitable for private conversations;
- e. Ensure employees have access to accredited Mental Health First Aid Officers at all times, where possible;
- f. Instruct Mental Health First Aid Officers not to provide help that, is outside the scope of mental health first aid;
- g. Ensure workers know what to do in a mental health crisis situation;
- h. Provide the funding and time for the Mental Health First Aid Officer to maintain their Mental Health First Aid accreditation;
- i. Manage the implementation and review of this protocol;
- j. Communicate this protocol and any changes to all employees.

will never direct an employee to carry out mental health first aid where they do not feel comfortable to do so or where they believe their own health and safety may be at risk.



7.0 EXPECTATIONS OF ALL EMPLOYEES

It is expected that all employees will:

- Have access to this protocol and refer to it as necessary.
- Take reasonable care for their own health, safety and wellbeing whilst at work and also take reasonable care to ensure their acts or omissions do not adversely impact and affect the health, safety and wellbeing of other workers.
- Be encouraged to speak to a Mental Health First Aid Officer at any time should they feel they may be developing a mental health problem, experiencing a worsening of an existing mental illness or experiencing a mental health crisis.
- If at any time, another employee may be experiencing a mental health crisis, they should contact their direct manager, a Mental Health First Aid Officer, Human Resource Manager or other designated organisational Management representative.

8.0 CONFIDENTIALITY

It is expected that:

- recognises that respecting the privacy of information relating to individuals who have received mental health first aid or may be experiencing a mental health problem or a mental health crisis at work is of high importance.
- All Mental Health First Aid Officers, Human Resources other designated organisational Management representatives are obligated to treat all matters sensitively and privately in accordance with the Mental Health First Aid Australia policies and protocols.
- If at any time the Mental Health First Aid Officer assesses there is a risk of harm to the person or another individual, they must escalate the matter to their supervisor, Human Resource Manager or other designated organisational Management representative.
- If there is an urgent risk identified, emergency services should be contacted immediately.

9.0 SUPPORTING TOOLS AND INFORMATION

For further information and support (if applicable):

has an employee assistance program (EAP) available to all employees and their immediate family members.

Our EAP service can be contacted on

Further details are also available at:

10.0 DOCUMENT HISTORY

Version number

Date Issued

Changes

11.0 DOCUMENT MAP AND APPROVAL

Authorised by:

Effective From:

Next Review Date:

File Location:

